AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
AGRC	1 0	12 7	13 7
Customer Company Total	1 0	12 7	13 7

AGRC

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
AGRC	1 0	12 3	13 3
Customer Company Total	1 0	12 3	13 3

AGRC

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** Bottom Number -Average time in hours		
	High	**Low**	**ATTIR Total**
AGRC	1 0.15	12 6.92	13 6.40
Customer Company Total	1 0.15	12 6.92	13 6.40

AGRC

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
AGRC	1 0	12 4	13 4
Customer Company Total	1 0	12 4	13 4

AGRC

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**		
	High	Low	ATTR Total
AGRC	1 0.18	12 25.54	13 23.59
Customer Company Total	1 0.18	12 25.54	13 23.59

AGRC

Detail

ID	Customer	Category	Type	Product	TIR Missed	TIR
INC000000361774	Matt Peters	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR: 1.55
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: Yes	TTR: 147.73
INC000000374466	Matt Peters	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.35
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	TTR: 2.17
INC000000374746	Matt Peters	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.40
	Application Services	Tony Larsen	AGRC	Low	Closed	TTR Missed: No	TTR: 3.22
INC000000374917	Christy Heaton	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	AGRC	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374924	Linda Ung	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	AGRC	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000376180	Scott T Davis	Application	Password	Active Directory	TIR Missed: Yes	TIR: 73.06
	Capitol Hosting	Joe Benson	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 73.06
INC000000378775	Scott T Davis	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	AGRC	Low	Closed	TTR Missed: No	TTR: 0.43
INC000000379409	Rick Kelson	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.52
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 69.46
INC000000379993	Scott T Davis	None	None	None	TIR Missed: No	TIR: 0.15
	Capitol Hosting	Dale Hicks	AGRC	High	Closed	TTR Missed: No	TTR: 0.18
INC000000387045	Matt Peters	Server	Performance	None	TIR Missed: No	TIR: 0.04
	Capitol Hosting	Mike Tyrrell	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000387697	Zachary Beck	Server	Performance	None	TIR Missed: Yes	TIR: 6.66
	Capitol Hosting	Joe Benson	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 9.53
INC000000387704	Zachary Beck	None	None	None	TIR Missed: No	TIR: 0.47
	Capitol Hosting	Joe Benson	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.65
INC000000391389	Spencer Jenkins	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.00